

W-02500A-10-0382

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 - 90022

Date: 10/7/2010

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: Matthew

Marchus

Account Name: Matthew Marchus

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip:

is:

Utility Company: Goodman Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02500A-10-0382

Customer is not happy with the proposed rate increase that Goodman Water Company is asking for. They just asked for and were granted a huge rate increase a few years ago and now they are expecting another rate increase from the Arizona Corporation Commission ("ACC")?

Customer hopes the ACC will investigate the lack of efficiency this company is projecting to its members.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/07

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 10/7/2010

Opinion No. 2010 - 90022

Arizona Corporation Commission

DOCKETED

OCT 13 2010

DOCKETED BY

RECEIVED
2010 OCT 13 P 3:52
DOCKET CONTROL

W. 02500A-10-0382

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90107 Date: 10/13/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Paul Overton

Account Name: Paul Overton Home: (000) 000-0000

Street: Work:

City: Tucson CBR

State: AZ Zip: 85739 is: E-Mail

Utility Company: Goodman Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

10/13 DOCKET NO. W-02500A-10-0382 OPPOSED

From: Paul Overton [mailto:
Sent: Tuesday, October 12, 2010 3:04 PM
To: Utilities Div - Mailbox
Subject: Goodman Water Rate increase

Governor Jan Brewer

October 12, 2010

Sen. Jon Kyl [202-224-2207]

Rep. Gabrielle Giffords [520-459-5419]

Sen. Al Melvin [602-417-3159]

AZ Corp. Committee CC:

Sandra Kennedy Rick Fowlkes [Candidate, 2010]

Kristin Mayes [Chairman] Brenda Burns [Candidate, 2010]

Paul Newman

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Gary Pierce

Bob Stump

KGUN News [9 On Your Side]

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If I may have a few moments of your time please,

I am a single income, middle aged [40] single father of an amazing 2 year old boy. In an effort to provide the best home for my son, early this year I purchased a modest home in the Eagle Crest Community. Its price, proximity to emergency services, community services, and my work; in addition to low crime rate and the timing all contributed to this decision to purchase a home that I could responsibly afford.

Fast forward now to significant increases that have already taken effect in my health insurance costs, state sales tax; as well as proposed increases to the city sales taxes, discussions on property taxes, the strong potential for upcoming Federal VAT Tax, Federal and State Income tax increases [or 'the expiration of the 2001 & 2003 Federal Tax Reductions', if you would rather], et all, and you can see that what was already a functional but relatively narrow margin to begin with is rapidly diminishing to a point of unsustainability.

Please don't mis-understand... It is not like we haven't made any adjustments to our lifestyles, we have all fluorescent lighting, the AC is kept at 80 degrees through the summer to make the summer electrical rate hikes less traumatic; I have added water bottles to the toilet tanks to reduce their consumption down to below the 1.4 gallon / flush they are rated at, and made sure that I had water and energy efficient appliances in the home when I purchased. I have dry landscaping with the exception of a small garden which I feel is important for my son, both for its freshness and pesticide free nature, but also for the experience of accomplishment and what the value of things are in time and effort. I am doing my part to reduce, conserve and to try to keep my costs down to a workable and reasonable level, in the face of external influences that do not seem to be willing to do the same.

I would be able to understand some moderate rate increase, potentially, if there were some sudden business need for it that was unforeseen or unforeseeable; however a %53.14 increase smacks of poor management, lack of foresight, irresponsibility to sustainable business [or your customers when you note that they are increasing their profit margin from %9.3 to %11]. It is not as if we are not already well above the median costs for Catalina, and the surrounding communities [some %200 - %400 if the increase goes into effect]. We are, it seems, held hostage to a monopoly supplier that is either unable or unwilling to provide reasonable rates to its customers in a time where the average American family is increasingly pressured to live on less and less. Please be our voice, and do not allow this monopoly provider to leverage a necessity so critical and fundamental such as water to make up for either inept or unethical business practices.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

My son and I ask you to deny them the requested rate increase, and please look into the business practices that are driving it, and if necessary, void their monopoly hold and allow us to utilize other services that are more affordable.

Thank you,

Paul Overton

Tucson, Arizona 85739

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Thank you,

PaulO

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 10/13/2010

Opinion No. 2010 - 90107
